

Senior Services Department

City of Newton Performance Management Scorecard
April 2013

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide social work and advocacy services to seniors and their families to help them access resources								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	83	83	120		827	881	
% of requestors who receive assistance	Maintain the % of people receiving assistance.	100	100	100			100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.	100	100	100			100	
2. Provide quality transportation services for seniors to important locations								
Number of unique riders	Maintain or increase the number of riders accessing transportation services	234	234	250		2245	2287	
Total rides provided	Maintain or increase the number of rides provided.	1543	1543	1605		15153	14965	
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.								
Number of programs offered	Maintain or increase the number of programs offered	50	50	58		526	554	
Number unique program participants	Maintain or increase the number of program participants	491	491	554		4936	4471	
Total program participants	Maintain or increase program participation	1294	1294	1313		10606	12291	

Notes